THE OLAO ACQUISITION NEWSLETTER

HOMEPAGE: http://www.nih.gov/od/opml

VOLUME 3, ISSUE 1 (DELPRO HELPLINE 301-496-0400 & PURCHASE CARD HELPLINE 301-435-6606)

JANUARY 2001

INDEX

HIGHLIGHT OF THE MONTH - pgs. 1-2

DELPRO NOTES & SIMPLIFIED ACQUISITION NEWS - pgs. 2-3

IMPORTANT CORRECTION
LEVEL ONE PACKAGES
CUSTOM LIBRARY SERVICES
BUSINESS CARDS AND THE JAVITS-WAGNER-O'DAY
(JWOD) PROGRAM
PROGRAMMING CHANGES TO SF37 CODES
NOTIFYING POTENTIAL OFFERORS OF THE BASIS
OF AWARD

SURF THE NET- pg. 4

CONTRACTS - pg. 4 OPM CONTRACTS

WHY SMALL BUSINESSES ARE IMPORTANT DEPARTMENTAL CONTRACTS INFORMATION SYSTEM (DCIS)

BPA NEWS - pg. 5

ESTABLISHED/ REESTABLISHED/ DISCONTINUED BPAS.

AVAILABLE TRAINING & SEMINARS - pgs 5-9

DHHS CLASS CHANGES
SKILLS CURRENCY
PURCHASE CARD SURVIVAL
BASIC PURCHASE CARD TRAINING
MANDATORY DELPRO PROCUREMENT TRAINING

THE ACQUISITION NEWS - pg. 10

SEND US YOUR ACQUISITION ARTICLES OPM WEB SITE OR HARD COPY - HOW TO GET YOUR CO-EDITORS



<u>HIGHLIGHT</u> <u>OF THE MONTH</u>

SIMPLIFIED ACQUISITION SYMPOSIUM

The Division of Acquisition Programs, Office of Logistics and Acquisition Operations invites NIH purchasing officials to attend the "Simplified Acquisition Symposium" on March 1, 2001 in the Natcher Conference Center from 8:30 a.m. til 3:30 p.m. There is no charge for the symposium. Online registration is required and will be available on January 16, 2001 via our homepage: http://www.nih.gov/od/opm. A free lunch will be provided to all who register and attend. The morning session will consist of a speaker, awards ceremony with refreshments, and two 40 minute workshops. The afternoon session offers two 40 minute workshops and a 'wrap-up" that you won't want to miss!

Tentative topics for the workshops include:

- Data Warehouse hands-on for accessing information in the Procurement and Market Requisition area
- Purchase Card Disputes
- NITAAC hands-on for accessing/using their contracts
- Intramall

REMINDER: Nominations for the "NIH Award For Outstanding Service in Purchasing" are due no later than January 16, 2001. You are encouraged to nominate employee(s) for this award. The award will be presented to one or more individuals who have demonstrated a commitment to excellence in obtaining goods and services to meet the needs of NIH's scientists. The nomination package is available on our homepage: http://www.nih.gov/od/opm.

Keep in mind that parking on the NIH Campus is limited. Therefore, attendees should use the NIH Campus Shuttle to commute to the Natcher Conference Center. Limited parking is available at Natcher to employees with NIH parking hangers.

You will earn training credits by attending the Symposium. To receive credit, you must enter your attendance into the NIHITS system.

<u>DELPRO NOTES &</u> <u>SIMPLIFIED ACQUISITION NEWS</u>

IMPORTANT CLARIFICATION!!

There is an important clarification to December's Newsletter. For **all** orders, the purchase request must contain **EITHER** the printed name **OR** the typed name **OR** the signed name of the requestor. There must be a requestor's name on all orders so that a complete audit trail is present within every order.

In last month's December's Newsletter, the *Highlight of the Month* was the DELPRO Regulatory and Procedural Findings. In the Checklist, Attachment 1, No. 7 in the Procedural Finding List, was "Purchase Request did not contain the printed/typed/or signed NAME of the requestor. (NIH DELPRO Acq. Handbook, pg. 25) NOTE: BOTH NAME & SIGNATURE NO LONGER REQUIRED."

Please do not interpret this to mean you don't need either. You must have the name or signature! The note should read: **either** name **or** signature is required, not both.

REMINDER!

LEVEL I PACKAGES

The next Level I Certification Board should meet some time at the end of January, 2001. Please submit your Level I Package to your IC Coordinator by January 8, 2001, so that your IC Coordintor can send your package to Annette Romanesk, 6011 Executive Blvd., Room 549A by January 15, 2001.

CUSTOM LIBRARY SERVICES

If you need to simplify your journal ordering next year, please keep in mind that the NIH Library offers journal management services. There are two ordering options available for use by any NIH laboratory or office.

The first alternative is to order your own journals by piggybacking on the NIH Library's current contract with RoweCom subscription services. For more detailed information and instructions, go to http://nihlibrary.nih.gov/about/rowcomcontract.htm, contact Lisa Wu at 301-496-3527, or by email at wul@mail.nih.gov.

Second, for a small fee, the NIH Library staff will use its journal tracking system to order, receive, and claim journal issues for you. In addition, journal records are created in the NIH Library Online Catalog and will be displayed separately in order to make it easier to check on the arrival status of specific issues. A messenger service will provide delivery of your journals.

Note: The NIH Faxon Contract has expired. Since it is too late to use the NIH Library's RoweCom Contract to purchase this current year's journals, the best way to order 2001 subscriptions is to go directly to the publisher and place your order using the Purchase Card.

BUSINESS CARDS AND THE JAVITS-WAGNER-O'DAY (JWOD) PROGRAM



The General Services Administration (GSA) and the Lighthouse for the Blind in Seattle, Washington have developed a line of custom-printed, SKILCRAFT Business Cards for Federal employees,

offering a simple and cost-effective way to meet this need while providing employment opportunities for people who are blind. With the exception of business cards for military recruiters, the printing of business cards has been set aside under the Javits-Wagner-O'Day (JWOD) Program and awarded to the Lighthouse for the Blind under their Federal Supply Schedule (Contract #14F-0721G for Custom Business Products and Stamps), making the Lighthouse the only GSA-approved source for business cards purchased with appropriated funds. The use of appropriated funds for business cards was addressed in NIH Manual Issuance, Procedures for Purchasing Business Cards 6307-4/26307-4, 7/20/98. This Manual can be accessed at http://www3.od.nih.gov/oma/manualchapters/

The Lighthouse for the Blind offers excellent prices, a variety of design and printing options, fast delivery, and an easy central ordering system. SKILCRAFT business cards are available in quantities of 250, 500 or 1000 per box. All are printed on 50% recycled paper and comply with Federal environmental mandates. For more information or order forms, you may call toll free 800-799-0402, send an e-mail to sales@seattlelh.com, or visit their website, http://www.lighthousestore.com/Business_Cards. htm. The Lighthouse accepts payment via all Government purchase cards, purchase orders, checks, and on account. Orders are also accepted from individual Government employees paying with personal funds (i.e., personal checks or credit cards).

*Only Research Institutes can directly procure printing. All others: OD, Centers, etc. may procure business cards only through the NIH Printing and Reproduction.

procurements into the ADB. Purchasing agents in the Decentralized Purchasing Offices and DELPRO purchasing agents are responsible for selecting SF-37 codes that reflect each acquisition into the ADB. It is now easier to enter the new codes into the ADB because more byte combinations are possible. The SF37 data is used to assess where and how NIH is spending its money. If you still have problems entering the SF37 codes, please call the DELPRO Helpline, 496-0400.

NOTIFYING POTENTIAL OFFERORS OF THE BASIS OF AWARD

This is a reminder to Contracting Officers (CO) and/or Ordering Offices (OO). When soliciting competition from potential offerors, each offeror shall be afforded the opportunity to do business with the Government to the maximum extent practicable.

- For Federal Supply Schedule you need not seek competition. However, you must solicit from three offeror(s) to determine the best value of the product or service. (FAR 8.404)
- For Open Market Blanket Purchase Agreements you must solicit competition from two or more offerors in order to determine the price to be fair and reasonable. The basis of award may be determined by factors other than price alone. (FAR 13.106)

If to meet the government's need, the CO/OO determines that the delivery date/time of the product or service is a major factor in the selection, all offerors must be notified of this at the time they are being solicited for a price quote, either orally or in writing.

PROGRAMMING CHANGES TO SF37 CODES

New SF37 codes became effective November 1, 2000. These codes must be used when entering

SURF THE NET

The mission of the Federal Acquisition Institute (FAI) is to foster and promote the development of

a professional acquisition workforce governmentwide. This involves training, education, career management and research. FAI offers on-line University, which offers four acquisition courses, Contracting Orientation, Market Research, Acquisition Planning I for Contract Specialists and the Contracting Officer Representative (COR) Mentor. There is also a seminar on the Javits-Wagner-O'Day Act Program. All courses are internet-based and self-paced. Certificates are issued upon completion. The FAI Online is designed to be an electronic performance system which will provide assistance related to regulation or practical changes whether that individual is currently enrolled in a course or not. FAI, in partnership with the Defense Acquisition

University, will offer Brown Bag Seminar Lunches once a month at various locations in the metropolitan area. The seminars will be held on current topics relating to trends and best practices in the acquisition field. Information regarding this and other events will be posted on the web site. Also available, is the most current version of the Contract Specialist Workbook (CSW).

This is just part of acquisition information available on this web site. Check it out at http://www.gsa.gov/staff/v/training.htm.

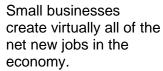
CONTRACTS

LIST OF CONTRACTS AVAILABLE!!!

Available on the OPM Homepage, http://www.nih.gov/od/opm is a list of current contracts awarded by OPM (now OLAO). Most are for use by specific ICs but there are some contracts that are NIH Wide. This information is available under OPM Indefinite Delivery Contracts on the buttons on the left of the screen or on the right under the title, "contracts."

WHY SMALL BUSINESSES ARE IMPORTANT

Diana Mukitarian, Chief, NIH's Small Business Office, presented the following information at the Acquisition Management Committee Symposium, 11/13-11/15. For those of us in the procurement community, this information is important as we search for a small businesses to meet our acquisition needs:



- Small businesses provide 67% of workers with their first job.
- Small businesses employ 53% of the private work force.
- Small businesses account for 51% of private sector output.
- Small businesses account for 47% of all sales in the country.
- Small businesses produce 40% of the gross national products.
- Small businesses invent more than half of the nation's technological innovations.
- Small businesses account for 28% of jobs in high technology sectors.
- Small businesses represent 96% of all U.S. exporters.

DEPARTMENTAL CONTRACTS INFORMATION SYSTEM (DCIS)

by Molly Eng

Did you know there is a website at: http://DCIS.HHS.GOV/ where you can learn about DCIS, the system that replaced IMPAC? From there you can get to a copy of the "DCIS Manual" and "Related Downloads" i.e., "DUNS Numbers File", "Standard Industrial Classification (SIC) Codes File", "Product and Service Codes (PSC) File", "FIPS 10-4", and "FIPS 95-1". To get to the downloadable DCIS Data Collection Sheet, go to "FY 2001 Changes".

BPA NEWS

NEW AND DISCONTINUED BPAS

The following BPAs have recently been established:

BPA # Company Name

#53597 - Biomedical Technologies - for biological materials and blood products

#54068 - Columbia Diagnostics - for chemicals, media, glassware and laboratory supplies

#53625 - Elmeco Engineering - for laboratory

supplies, equipment and repair

#53637 - Hellma Cells - for laboratory supplies and glassware

#53640 - Histo-Path of America - for laboratory testing services

#54111 - Incyte Genomics - for biological materials and laboratory testing services

#53676 - Fermentas Inc - for chemicals, media and biological materials

#53601 - Medarex Inc - for biological materials

#53573 - Summit Chemical - for pest control supplies

#53076 - North Strong Scientific - for chemicals

#53128 - Moon/Speedy Courier - for courier service

#53013 - MWG Biotech - for laboratory equipment and testing services

#52960 - Vashaw Scientific - for laboratory supplies and equipment

#52918 - Westwood Computer - for IT hardware, software, and services

#52906 - Glyko, Inc - for chemicals, laboratory supplies and testing services

#53052 - National Diagnostics - for chemicals and reagents

#53143 - Global Information Technology - for IT services

#53116 - Polaroid - for film and audiovisual equipment

#53091 - McGraw Hill Publishing - for books

#53170 -Associates Relocation Management - for relocation services

#53131 - Ampligene Technologies - for laboratory testing services

The following BPAs are discontinued:

BPA # Company Name

#38574 - Biomedical Technologies

#51420 - Cal Industries

#42040 - Columbia Diagnostics

#38562 - Elmeco Engineering

#27744 - Hellma Cells

#39660 Histo-Path of America

#44648 - Incyte Genomics

#48476 - MBI Fermentas

#38547 - Medarex Inc

#30581 - Summit Chemical

#41724 - Syncor International

#30281 - National Diagnostics

#26567 - Polaroid

#36993 - McGraw Hill Publishing

The following BPAs have recently been reestablished:

BPA # Company Name

#48152 - Virginia Water System - for water deionization systems #45773 - ASAP Software -for IT licensing and consulting

<u>AVAILABLE TRAINING</u> & SEMINARS

DHHS CLASS CHANGES

DHHS has just announced a number of changes to our training and certification program.

To highlight the major changes -



- DHHS's acquisition courses have been replaced with the system of classes used at most other civilian agencies. (GSA, EPA, Treasury, VA among others)
- The courses have been reviewed by the American Council on Education (ACE) and can

provide college credit. Most courses equate to 2 semester credit hours.

- Some courses are now two weeks long.
 (Acquisition Planning I, Contract Law, and Intermediate Contract Pricing)
- Appropriate changes have been made to the certification standards and a revised DHHS Acquisition Training and Certification Program Handbook will be developed in the near future.
- Individuals who have taken DHHS courses or their equivalents prior to October 1, 2000 are grandfathered for certification purposes.

- The two day Cost Analysis Workshop will be offered this year (to help people meet Level II certification requirements) but will be discontinued next year.
- Courses will no longer have a pretest. Final tests will remain open book.
- Our project officer courses remain unchanged, except for the Writing Statements of Work courses.
- The Writing Statements of Work courses have been replaced with Performance Based Services Contracting courses. The PBSC courses will still focus on specific areas as the Writing SOWs had (R&D, Non R&D, Supplies and Services, Construction)

SKILLS CURRENCY REQUIREMENT

Before you throw out your calendar - look back and be sure that you are being credited for all the contract training that you have received. The Skills Currency Requirement, better known as "the forty hour requirement", mandates that 1102s who have completed their mandatory training must take 40 hours of continuing education every 2 years. The current 2 year period began on January 1, 2000 and ends on December 31, 2001.

The Office of Acquisition Management and Policy (OAMP) maintains a database to document NIH's compliance with this requirement. If you have attended contracts related training, please be sure to forward

documentation to Carl Henn, NIH Acquisition Training Coordinator, email address ch24v@nih.gov, or send to 6100/6D01A, including title or description of training, when it occurred and the number of hours of training. If you have no certificate of training, an e-mail with a cc to your supervisor is sufficient.

In addition to individual training reports, we have received sign-in sheets for several training activities. There is no need to forward anything in regards to the following training events since we already have this information on file:

- All DHHS Acquisition and Project Officer training
- The NIH AMC Symposium in Annapolis, 11/13-15/2000
- Negotiating License Agreements for Software and Other Information Products training, 10/17/2000, 10/26/2000, 11/2/2000
- NCMA Award Term Contracting training, 10/19/2000 DFAS Indirect Cost/Financial Capability, 4/26/2000, 5/24/2000, 6/7/2000, 8/15/2000
- DFAS Audit Requirements/Audit Resolution, 5/10/2000, 6/28/2000 Acquisition Benchmarking Forum, 4/26/2000
- Developing Performance-based Statements of Work, 4/25-26/2000
- NIH and Universities: Commonalities, Cooperation and Constraints, 3/21/2000
- NCMA meetings on 8/16/2000 and 10/18/2000
- DCIS Training

If you conducted contracts-related training that aren't listed above, please contact Carl Henn, NIH Acquisition Training Coordinator, hennc@od.nih.gov

PURCHASE CARD SURVIVAL

The Simplified Acquisition Programs Branch, Division of Acquisition Programs, is sponsoring a series of "Purchase Card Survival" meetings on the PURCHASE CARD PROGRAM. These meetings will be held monthly. The following dates have been established through 2000 and 2001:

Time for all of the "Purchase Card Survival" meetings is 12:00 p.m. - 1:00 p.m.

March 15, 2001, Thursday.......Natcher Bldg/Balcony C June 12, 2001, Tuesday......Natcher Bldg/Balcony C September 5, 2001, Wednesday......Natcher Bldg/Balcony A December 4, 2001, Tuesday......Natcher Bldg/Balcony C

Additionally, these meetings are teleconferenced into several locations. Contact Jim Marx, at 435-3928, for specific information. Current information on Purchase Card Survival Meetings is available on the following website: http://eos13.dcrt.nih.gov:80/od/opm/purchases/survival.html

BASIC PURCHASE CARD TRAINING

Mandatory Purchase Card Training has been scheduled for the following dates. Although no registration is required, you can notify us of your interest by e-mailing the Purchase Card address, found under the NIH Global Address List: HELP, CREDITCARD (OD). You may also find information on purchase card and other training on the following website: http://psb.od.nih.gov/PCTRAINING

PURCHASE CARD TRAINING SCHEDULE

DATE	START TIME	END TIME	BLDG	RM
01/24/2001	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>Neuroscience</u>	Rms. A1/A2
02/21/2001	<u>8:30 a.m.</u>	11:30 a.m.	<u>31</u>	Conf. Rm 10
03/21/2001	<u>1:00 P.M.</u>	<u>4:00 P.M.</u>	<u>31</u>	Conf. Rm 10
<u>04/18/2001</u>	<u>8:30 a.m.</u>	<u>11:30 P.M.</u>	<u>31</u>	Conf. Rm 10
<u>05/23/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>Neuroscience</u>	Room D
<u>06/20/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>31</u>	Conf. Rm 6
<u>07/18/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>Neuroscience</u>	Rms B1/B2
<u>08/22/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>Neuroscience</u>	Rms A1/A2
<u>09/19/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>31</u>	Conf. Rm 10
<u>10/24/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>Neuroscience</u>	Rms A1/A2
<u>11/15/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>Neuroscience</u>	Rms A1/A2
<u>12/12/2001</u>	<u>8:30 a.m.</u>	<u>11:30 a.m.</u>	<u>Neuroscience</u>	Rms A1/A2

If you have any questions, you may contact Cole Stathes at:: StathesC@OD.NIH.GOV

MANDATORY DELPRO PROCUREMENT TRAINING

The Delegated Acquisition Training Program and first four advanced acquisition seminars listed below are mandatory for Purchasing Agents, Approving Officials, Ordering Officials, and Procurement Officials with DELPRO

authority. Failure to complete these seminars may result in loss of authority for DELPRO purchasing. The Professional Service Orders seminar is new, and we have received good feedback on it. The following courses will be available for enrollment this FY-01.

AS-2609

Federal Supply Schedules

Course Date	<u>Time</u>	<u>Location</u>	<u>Tuition</u>	Enrollment Deadline
03/13/01	9:00 -12:00 1:00 - 4:00	<u>Executive</u> <u>Plaza</u>	<u>\$182</u>	<u>02/12/2001</u>
07/24/01	9:00 -12:00 1:00 - 4:00	<u>Executive</u> <u>Plaza</u>	<u>\$182</u>	06/27/2001

AS-2610

Consolidated Purchasing through Contracts

Course Date	<u>Time</u>	<u>Location</u>	<u>Tuition</u>	Enrollment Deadline
03/14/01	9:00 -12:00 1:00 - 4:00	Executive Plaza	<u>\$182</u>	<u>02/13/2001</u>
07/25/01	9:00 -12:00 1:00 - 4:00	Executive Plaza	<u>\$182</u>	<u>06/28/2001</u>

AS-2611

Buying from Businesses on the Open Market

Course Date	<u>Time</u>	<u>Location</u>	<u>Tuition</u>	Enrollment Deadline
03/15/01	9:00 -12:00 1:00 - 4:00	<u>Executive</u> <u>Plaza</u>	<u>\$182</u>	<u>02/14/2001</u>
07/26/01	9:00 -12:00 1:00 - 4:00	<u>Executive</u> <u>Plaza</u>	<u>\$182</u>	<u>06/29/2001</u>

AS-2617

Price Reasonableness in Simplified Acquisitions

Course Date	Time	Location	Tuition	Enrollment
				Deadline
02/01/01	<u>8:30 - 12:00</u>	<u>Executive</u>	<u>\$182</u>	01/24/2001
	<u>1:00 - 4:30</u>	<u>Plaza</u>		
05/31/01	<u>8:30 - 12:00</u>	<u>Executive</u>	<u>\$182</u>	05/03/2001
	<u>1:00 - 4:30</u>	<u>Plaza</u>		

AS-2612 Professional Service Orders

Course Date	<u>Time</u>	<u>Location</u>	<u>Tuition</u>	Enrollment Deadline
02/07/01	8:30 - 12:00 1:00 - 4:30	Executive Plaza	<u>\$182</u>	<u>01/10/2001</u>
03/28/01	8:30 - 12:00 1:00 - 4:30	Executive Plaza	<u>\$182</u>	02/28/2001
06/06/01	8:30 - 12:00 1:00 - 4:30	Executive Plaza	<u>\$182</u>	05/09/2002
08/15/01	8:30 - 12:00 1:00 - 4:30	Executive Plaza	<u>\$182</u>	<u>07/18/2001</u>

AS-2603 Delegated Acquisition Training Program

We have updated the DATP class to encompass recent legislative changes. Included are segments on processing FSS best value determinations, on open market requirements at various thresholds, and on each of the DELPRO mechanisms. Information is presented in a clear, logical and practical format. Included are exercises and a "hands-on" segment in which students actually access the ADB.

Course Date	<u>Time</u>	<u>Location</u>	<u>Tuition</u>	Enrollment Deadline
Mar 05-09, 2001	9:00 - 4:00	Executive Plaza	<u>\$770</u>	Feb 09, 2001
May 14-18, 2001	9:00 - 4:00	Executive Plaza	<u>\$770</u>	<u>Apr 20, 2001</u>
<u>Jul 23-27, 2001</u>	9:00 - 4:00	Executive Plaza	<u>\$770</u>	<u>Jun 29, 2001</u>
Sep 10-14, 2001	9:00 - 4:00	Executive Plaza	<u>\$770</u>	<u>Aug 17, 2001</u>

If the Enrollment Deadline has passed, you may still submit an enrollment form in case an opening occurs. For further information, please contact the Division of Workforce Development on 496-6211 or use the Uniform Resource Locator at http://trainingcenter.od.nih.gov/list.asp?strcategory=fpm.

THE ACQUISITION NEWS

We encourage the ICs to send us any articles they may have related to acquisition, so that we can include your articles in future newsletters.

The Acquisition News is published by the Office of Logistics & Acquisition Operations (OLAO), OA, OD. This issue and prior issues are available through the OPM homepage: http://www.nih.gov/od/opm/

To receive a hardcopy of the Newsletter or to correct /remove your mailing address for the Newsletter, (Mailing Key F113A), please <u>FAX</u> your request to (301) 402-0217, or <u>E-MAIL</u> your request to the following individuals:

Ms. Arlene Wallace at:: wallacea@ors.od.nih.gov or Ms. Margaret Agresti at: agrestim@ors.od.nih.gov

The above requesting methods are preferred. However, you may also contact the Printing and Reproduction Branch on 496-6781 and asked to be placed on, or ask for a correction to or removal from Mailing Key F113A.

The Office of Logistics & Acquisition Operations, invites your comments and suggestions for future articles. Please address all correspondence to the co-editors Pat Seidel, E-mail: SeidelP@OD.NIH.GOV, Tim Theoharis, E-mail: TheoharT@OD.NIH.GOV, or Annette Romanesk, E-mail: RomanesA@OD.NIH.GOV, OPM Acquisition News, Bldg. 6011, Room 549A. If you have any questions or comments regarding the information, policy and/or procedures published in the News, contact the DELPRO Helpline on 496-0400 and you will be referred to the appropriate area.